

**Consulate General of India
Boston**

No. BOS/ESTT/815/03/2026-1

Date: July 01, 2026

**Subject: Call for Tender for Annual Maintenance Contract of IT equipment
& peripherals.**

I. Introduction:

The Consulate General of India, Boston is located at 125 High Street, Boston, MA – 02110. The Consulate seeks Tender from companies specializing in providing maintenance service for IT and related equipment at its office. The companies submitting Tender should have valid business licenses from concerned US Government authorities and the State of Massachusetts to carry out the work as per extant rules and regulations.

II. General Scope of Work:

1. The Annual Maintenance Contract (AMC) shall cover the maintenance of the IT hardware and software infrastructure and internet cabling work of the office of the Consulate, and coordinating with telecom/internet service providers, service providers/vendors carrying out maintenance of audio-visual (AV) equipment and access control and security/screening related devices (viz., CCTV system, DFMDs, baggage X-ray scanners) as well as building's engineering team for maintenance of IT and related infrastructure installed at the Consulate's office at the address: 125 High Street, Boston, MA – 02110. The company shall essentially function as IT systems administrator for the Consulate in accordance with IT policies & guidelines of the Consulate.
2. This will include maintenance and troubleshooting of Linux /Windows/Mac based computers, maintenance of switches, updating anti-virus software, Unified Threat Management (UTMs) Devices, Servers, Firewall Managers (FMs) and also coordination with OEM/Firms for support of IT devices and also coordination with OEM/Firms for support of IT devices which are under warranty. The company shall be responsible for configuration and maintenance of the IDF(Intermediate Distribution Frame) room and the Consulate office, providing technical assistance to the Consulate in identifying appropriate technical specifications for hardware in the IDF room

including the firewalls, port switches, PDU, UPS and related hardware and cabling, as may be required from time to time.

3. An indicative list of IT equipment at the Consulate is attached at **“Annexure-I”**. The number of equipment is likely to somewhat vary during the contract period since older/dysfunctional equipment continue to be disposed of and new equipment purchased by the Consulate as it expands its staff strength.
4. The contract includes maintenance of hardware and software and repair /laying of Internet cables within our office premises, as may be required. The software maintenance includes, but is not limited to, troubleshooting, re-configuration, re-formatting and re-installation of operating systems (Windows, Linux, Mac, etc.); servers; browsers; email clients; office software; virtual machines; antivirus and cyber security threat management; data retrieval, data backup and installation / configuration / removal of any other software approved by the Consulate.
5. The scope of work also includes identification and removal of malware, that are not detected by anti-virus software from the computer system.
6. The company shall be responsible for data recovery in case of system failure and ‘crashing’ of a hard drive/disk drive of any computer system and related peripherals under this maintenance contract. The company shall keep, in ready stock, appropriate software for the recovery of the data.

III. Terms of Work:

1. The engineers/ technicians of the company shall work under the instructions of the coordinator or any official/staff authorized by the Consulate.
2. On signing of the LOI, the company will establish an efficient and auditable mechanism to receive and record complaints as well as for redressal of those repair complaints within a stipulated time, as per the terms of LOI.
3. For non-hardware related trouble shooting, a graded/tiered response system may be proposed by the AMC, as outlined below:
 - a. Tier-1 response done remotely to resolve common, routine issues such as password resets, software installations, basic troubleshooting, and account setup.

- b. Tier-2 response within a specified timeframe (usually 3-4 hours) by a concerned technician to be deployed onsite for resolving more serious issues or issues that could not be resolved remotely.
 - c. The company should be able to provide a Tier-3 response, which would be treated as an emergency response for onsite support for troubleshooting issues that are critical for the basic functioning of the Consulate or affecting the functioning of its leadership or its security related infrastructure.
- 4. As far as possible, the repairs shall be carried out on-site itself. The equipment shall have to be repaired in-house and in no case shall it be taken out of the building without prior written authorization of the authorized official/staff of the Consulate. Hard-Disks and other peripherals shall not be taken out of the Consulate's building under any circumstances.
- 5. The company shall replace all peripherals, cables and accessories or software, if required, up to the value of \$ 250.00/- per such item at its cost, while carrying out the repairs. For peripherals or replacement of parts or accessories beyond this cost, the company shall provide at least 3 price quotes from reputed brands as per required technical specifications. The Consulate will have the final right to decide on the brand/technical specification of any accessory or part or cable for such repairs and replacements.
- 6. In case a particular equipment/accessory/part/ is beyond repair and has to be replaced with a new one, the company's technician shall certify the same in writing to the Consulate, providing reason (s) for such a course of action.

IV. Procedure for submitting Tender:

- 1. The companies interested in taking up a contract with the Consulate may:
 - i. Seek additional information on the IT equipment/services/examination of structural drawings, etc., by writing to the hoc.boston@mea.gov.in or at the phone number: 617-939-1619 (office hours number for contacting from Monday to Friday between 09:30 am & 5:30 PM).

- ii. The Tender document along with supporting documents, if any, may only be sent by USPS/courier to the Consulate address: Consulate General of India, 4th Floor, 125 High Street, Boston, MA – 02110.
- iii. The bid should be submitted in the format attached at **Annexure II** to this notice.
- iv. The Contract terms signed will be valid for a period of 01 year from the date of signing the contract.
- v. The Consulate reserves the right to terminate the contract with written notice of 15 days, if the contractor fails to provide satisfactory services or for security reasons.
- vi. The period of Annual Maintenance Contract can be further extended for one year on the same terms and conditions of the existing contract.

V. Non-Disclosure Agreement and Security Clearance:

- i. The selected company shall sign a Non-Disclosure Agreement (NDA) to the effect that the company and the personnel deployed by the company shall not disclose, in any form or manner, an information/data which they may come to know about, or obtain/acquire while providing services to the Consulate.
- ii. All engineers/technicians deployed by the bidder shall require prior security clearance of the Consulate which shall have the right to reject any employee proposed to be deployed by service provider without assigning any reasons. The service provider shall furnish complete details of these personnel as may be required to facilitate background checks.

The last date for sending Tender in prescribed format is: 24th July 2026.

ANNEXURE - I

IT equipment, other network connected systems and related peripherals at Consulate Office

Sl. No.	Particular	Details
1	Computers and desk top printers	40 units (each) connected to a separate internet connection
2	Audio-Visual equipment	15
3	CCTV system	18 Cameras, 3 separate monitoring stations, In-house data storage
4	DFMD	3 units
5	X-ray baggage scanners	3 units
6	Access Control System	Card reader paired with numeric pad
7	Firewall	Technical specifications provided by Consulate's IT Team
8	48 port switches	As per requirement
9	PDU	As per requirement
10	UPS	As per requirement

ANNEXURE - II**FINANCIAL OFFER**

1.	Name of the Company	
2.	Address	
3.	Tel. No. E-mail ID.	
4.	Contact Person	
5.	Rate for AMC (exclusive of taxes) as per the Manpower requirement and indicative list of IT Equipment mentioned at Annexure- I.	

NOTE:

1. The quoted rates are exclusive of taxes etc.
2. All peripherals, cables, accessories or software, if required upto a value of \$ 250 per such items will be borne by the Company.

I hereby certify that the information furnished above is full and correct to the best of our knowledge. We understand that in case any deviation is found in the above statement at any stage, the company shall be black-listed and shall not have any dealing with the Consulate General of India, Boston.

(Signature of authorized signatory)